



Role Description – Support Engineer

Position Title	Support Engineer
Location	Prague
Position Description	Key responsibilities <ul style="list-style-type: none">• Provide customer care, support & troubleshooting• Provision of emergency out of working hours support• Install/configure linux systems, third party and Openmind software• Create support documentation• Execute software tests• Provision of product training (to customers)
Qualifications and Skills Required	<ul style="list-style-type: none">• Advanced knowledge of linux system administration• Networking - tcp/ip, routing• Advantage: cisco switches, itp /stp, scripting - perl, python, shell, basic knowledge of SQL, virtualization technologies, c/c++/java• Very good communication skills in English• Team player• Flexibility - traveling abroad, working time



About Openmind Networks

In 2003, founders Alex Duncan, Brian Kelly and Billy Shekleton left behind the leading SMSC vendor in the world of that time and created Openmind Networks.

Since, then, Openmind has strongly emerged as the fastest growing vendor in its market, with a single powerful mobile platform that now offers multiple communication services to all market segments within the Telecoms industry.

Each day, the platform delivers over 1 Billion Messages worldwide.

Customers include mobile network operators, inter-carrier operators and global giants in social media. The platform, known as Traffic Control, incorporates all messaging functions such as SMSC, MMSC, USSD, Anti-Spam and next generation services such as IP SM-GW and RCS.

A Telco API is available to external developers, which makes the complex area of data transport between apps easy to implement.

Rich Communications (RCS) is a crucial service for mobile operators to embrace as it is the only way operators can re-engage subscribers and move towards satisfying their expectations in IP messaging, voice and video. Traffic Control reduces overall total cost of ownership and enables our customers to embrace a new era of Rich Communications.